

Washington State
Workforce Development System
September 2005

Measuring Our Progress

The background of the page is a complex abstract graphic. It features a large blue diagonal band that serves as the backdrop for the title. To the right of this band, there are several curved, parallel lines in shades of green and blue, creating a sense of movement and depth. The bottom right corner is filled with a dense pattern of small, stylized blue and green shapes, possibly representing a map or a data visualization. The overall color palette is dominated by blue, green, and white, with some darker blue accents.

Measuring Our Progress

Washington State's workforce development system is a network of services, programs, and investments with shared goals covering the skills of the state's workforce, productivity, employment, earnings, and customer satisfaction.

The Workforce Training and Education Coordinating Board, in conjunction with the programs of the workforce development system, established a performance management system with two purposes in mind—to identify desired outcomes for workforce development and to measure progress toward those outcomes.

The outcomes focus on the difference workforce development makes in the lives of program participants, their families, and their communities. They are not static targets, but conditions that should be increasingly true.

- **Employment:** Washington's workforce finds employment opportunities.
- **Earnings:** Washington's workforce achieves a family-wage standard of living from earned income.
- **Customer Satisfaction:** Workforce development participants and their employers are satisfied with workforce development services and results.
- **Competencies:** Washington's workforce possesses the skills and abilities required in the workplace.
- **Productivity:** Washington's workforce is productive.
- **Reduced Poverty:** Washington's workforce lives above poverty.
- **Return on Investment:** Workforce development programs provide returns that exceed program costs.

Measuring Our Progress (cont.)

Numerical indicators, when measured and charted over time, paint a descriptive picture of how well the state's workforce development system is doing to meet the needs of employers and workers.

Many of the following key indicators show the effect of the recent recession and subsequent recovery on Washington's workforce.

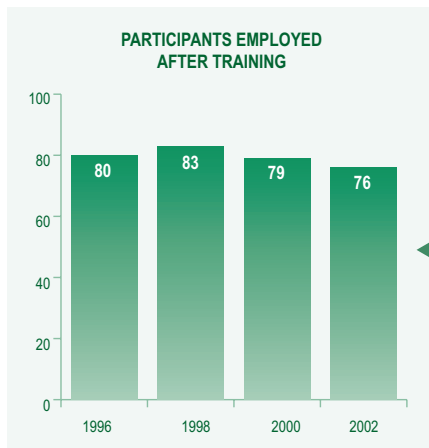
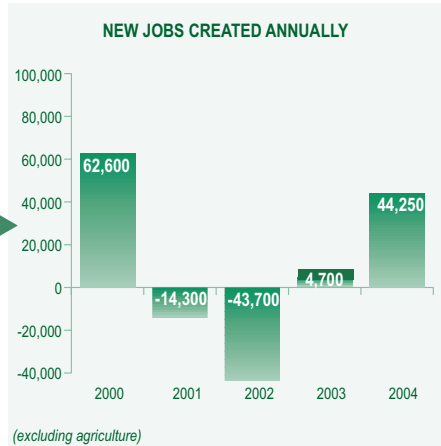
The effect of the recovery should be even more evident when next year's edition of *Measuring Our Progress* includes results for workforce development participants seven to nine months after they left the system in 2004.

Employment

GOAL: *Washington's workforce finds employment opportunities.*

Key Indicators

The number of jobs in Washington's economy has started to rebound from the recent recession. There were 2.7 million nonagriculture jobs in Washington State in 2004.



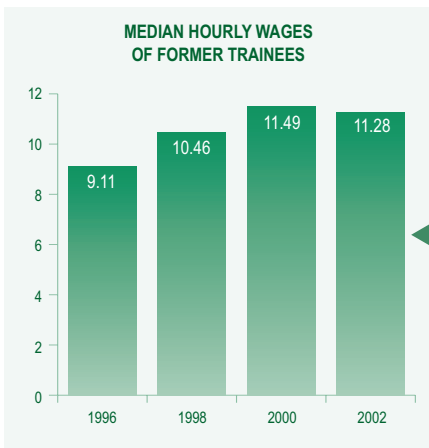
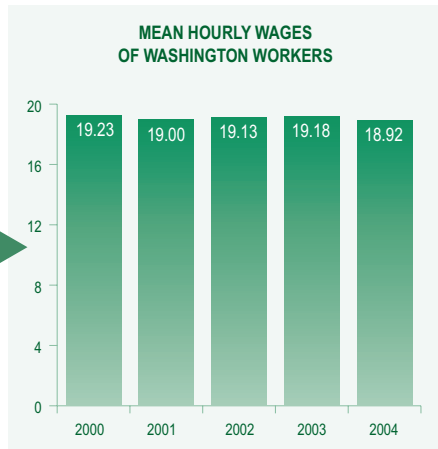
The large majority of workforce development program participants said they were employed seven to nine months after leaving their training program, although the percentage declined during the recent recession.

Earnings

GOAL: *Washington's workforce achieves a family-wage standard of living from earned income.*

Key Indicators

The mean hourly wages of all Washington workers have stayed about the same during recent years (in 2004 dollars).



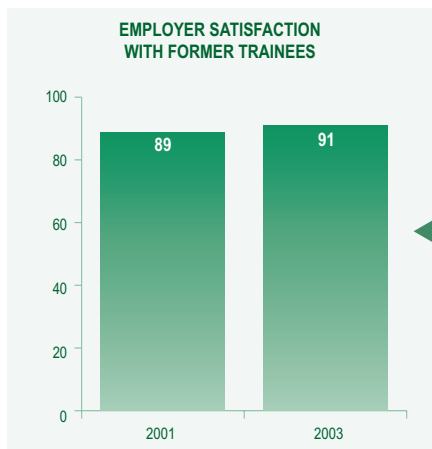
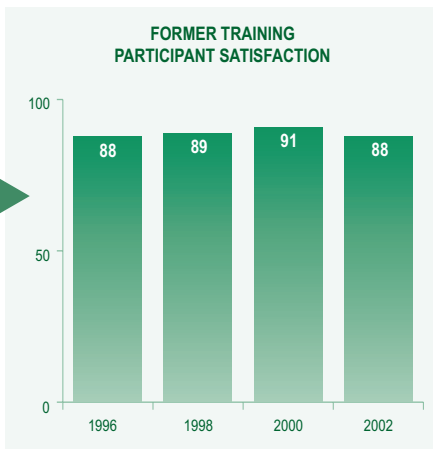
The median hourly wage of workforce development program participants seven to nine months after leaving their program declined slightly during the recent recession (in 2004 dollars).

Customer Satisfaction

GOAL: *Workforce development participants and their employers are satisfied with workforce development services and results.*

Key Indicators

The percentage of former workforce training participants satisfied with the services they received remains very high.



The percentage of Washington employers satisfied with the overall quality of new employees that participated in workforce training programs remains very high. (Note: A different survey tool was used prior to 2001.)

Competencies

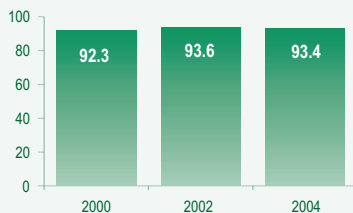
GOAL: *Washington's workforce possesses the skills and abilities required in the workplace.*

Key Indicators

A high percentage of Washington residents aged 25 years and older have at least a high school diploma or GED (based on Washington State Population Survey).



RESIDENTS WITH HIGH SCHOOL DIPLOMA OR GED



RESIDENTS WITH SOME POSTSECONDARY EDUCATION

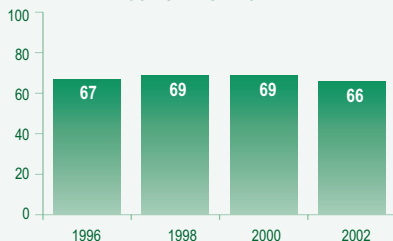


An increasing percentage of Washington residents aged 25 years and older has some postsecondary education (based on Washington State Population Survey).

About two-thirds of workforce program participants report training improved their job-specific skills a lot.



TRAINING IMPROVED JOB SKILLS A LOT



Productivity

GOAL: *Washington's workforce is productive.*

Key Indicator

Washington employers receive an increasing amount of income per worker (in 2004 dollars).



Poverty

GOAL: *Washington's workforce lives above the poverty line.*

Key Indicator



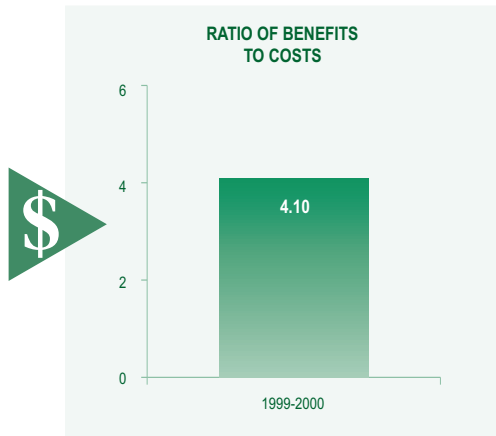
Generally, fewer Washington residents live below the federal poverty line than in the United States as a whole.

Return on Investment

GOAL: *Workforce development programs provide returns that exceed costs.*

Key Indicator

During the first five years after participation, individuals in publicly funded workforce development programs earned \$4.10 for every \$1 in public money spent.



Workforce Training and Education Coordinating Board

Washington's Workforce Training and Education Coordinating Board is an active and effective partnership of labor, business, and government leaders guiding the best workforce development system in the world.

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This publication is available in alternative format upon request.



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